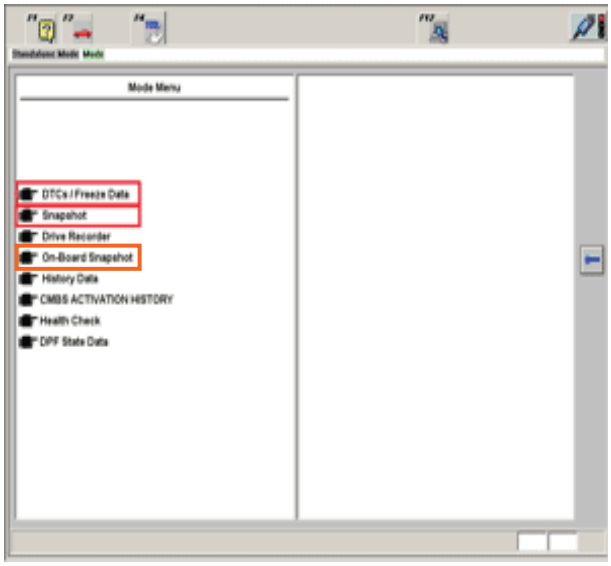
Sending Vehicle Data to Tech Line

Every time you use the HDS to view DTCs or record a snapshot, the vehicle history data automatically loads into the laptop PC's memory. Once this occurs, you can send data to the Tech Line database. To view the Tech2Tech segment outlining this procedure, Click here.

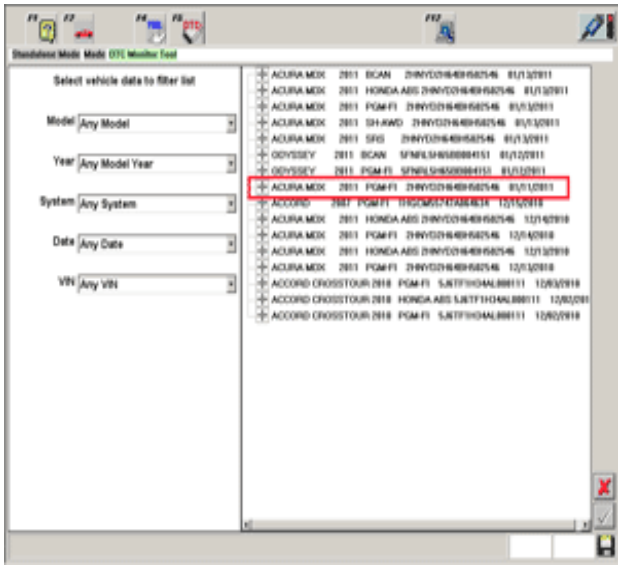
Tech Line prefers that service technicians send this information 30 minutes prior to calling in. This assures that the data is available when you call.

1. Connect your laptop PC to the internet. Both wireless and cable connections are acceptable, but because of the large file size, choose the fastest connection available.
2. Open the HDS software, and click on the open file icon on the right side of the screen.

3. At the **Mode Menu**, double-click on the data type you want to send, **DTCs / Freeze Data** for DTC-related data, or **Snapshot** or **On-Board Snapshot** for vehicle snapshots.

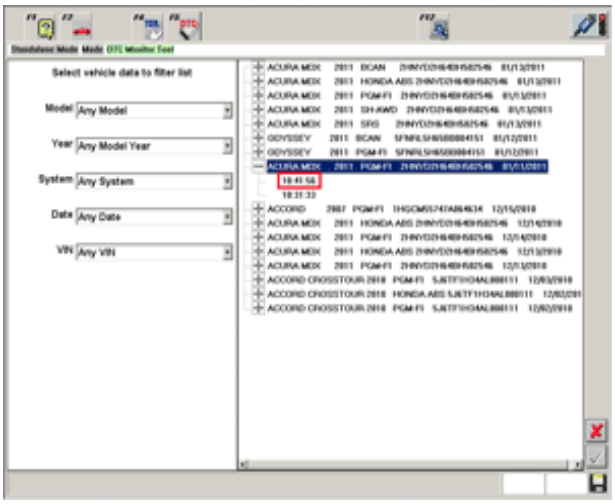


4. The **DTC Monitor Tool** or **Snapshot** screen includes a data to filter list option on the left, with data files sorted by date on the right side. If needed, filter the files to find your vehicle.

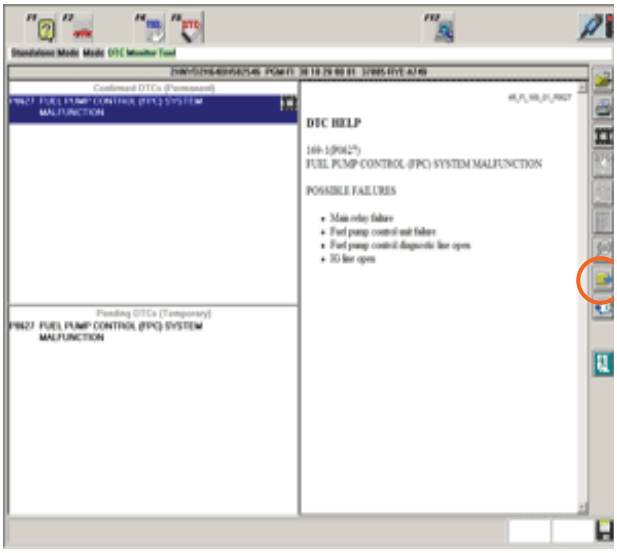


© 2011 American Honda Motor Co., Inc. – All Rights Reserved

5. Click on the plus sign to open the file for your vehicle, then double-click on the file that matches your work time to open the record.

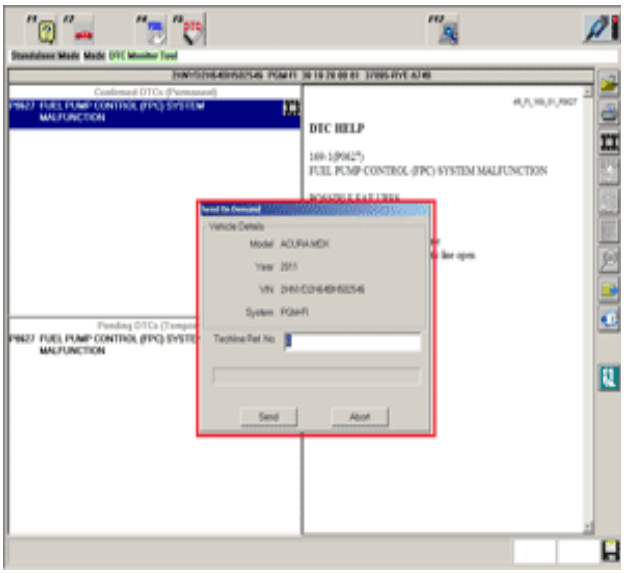


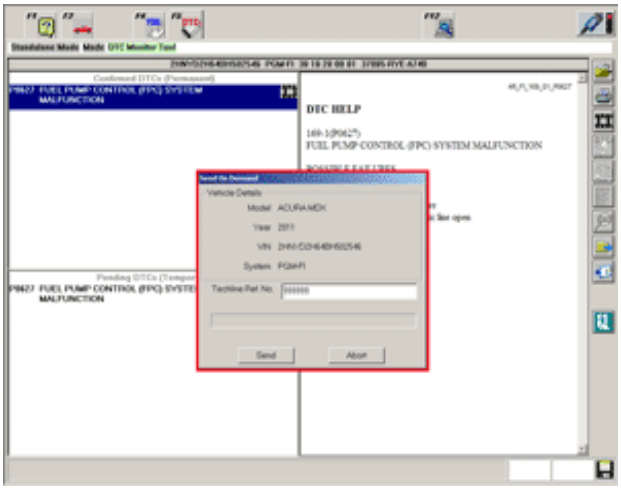
6. Confirm the correct record appears, and click on the send on demand icon on the right side of the screen. (The icon is a file folder with a blue arrow pointing to the right.)



NOTE: For DTC files, if the screen only shows a pending code, the vehicle did not record any freeze frame or permanent DTCs. There will be no data to send to Tech Line.

7. After clicking on the send on demand icon, the **Send On Demand** pop-up box appears. Enter your Tech Line reference number in the **Techline Ref. No.** field. If you do not have a Tech Line reference number, type in your 6-digit dealer number followed by a zero. After entering the number, click on **Send**.





8. After clicking on **Send**, a second pop-up box appears. If the pop-up reads **Data File transferred successfully**, the transfer is complete. If the pop-up reads **File transfer failed**, the PC is not linked to the internet. To address data file transfer problems caused by PC connection issues, see your dealership's IT professional.